

Auxiliary Services

Fall Semester Highlights

FY 2008-09

January 20, 2009

.Programs - Page 2

- Undergraduate Studies and Housing partnered to introduce 12 new living-learning programs.
- The Auxiliary Services Council of Georgia held its annual educational conference at Georgia College & State University.
- The Student Center Programs Council held 91 events with 22,885 people participating.

Services - Page 3

- Stamps Health Services set records in flu shot distribution by doubling shots given this year plus it added satellite sites to give shots; it also reduced its no-show rate by 37 percent and introduced digital radiography.
- Meal Plans set records with 5,037 total plans sold, including two new declining balance meal plans.
- Auxiliary Services' BuzzFunds gave funding to 11 Georgia Tech student groups, e.g., the popular SGA Six Flags Night.
- GT Dining served approximately 1800 freshmen at the annual Caribbean Night barbecue, stayed open 24 hours at Jazzman's in the Library during Finals Week, welcomed GT alum Scottie Mayfield who gave ice cream to students at Woodruff Dining Hall and celebrated two long-time employees with luncheons and recognitions.
- The Student Center Information Desk answered an average of 657 questions weekly during three months including the slow-time of the November holidays (page 4).

Facilities - Page 4

- Reinvestment included rebricking the North Avenue Apartments and the Student Center Tech Rec renovation.
- Auxiliary Services accepted management of the Historic Academy of Medicine at Georgia Tech. Housing and Parking & Transportation added a bus shelter to the Fitten Hall area.

In the News . . .

- The University System of Georgia Board of Regents (October) recognized three Auxiliary Services' employees for outstanding customer service: **Rosalind R. Meyers**, associate vice president, Silver Outstanding Customer Service Leadership Award; **Loren Sumerlin**, Student Center Operations Manager, Silver Excellence of the Year Award in the individual category; and **Rosser Jones**, Stingerette driver, Parking & Transportation, honorable mention in the Excellence of the Year Award, individual category.
- The National Association of College Auxiliary Services recognized **Rosalind R. Meyers** with its most prestigious award, the Robert F. Newton Award for Distinguished Service, at its Annual Conference, Nov. 2.
- The Association of College Unions International honored three Student Center employees: **Rich Steele**, director, with the Region 6 Distinguished Member Award named the Rich Steele Award; **Julie Elion**, marketing coordinator, for the Outstanding Region 6 Leadership Team Member Award and **Michael Coleman**, program advisor, for the Best of the Region session presentation.
- Four Auxiliary Services' employees received Employee of the Month honors: **Tammy Turner**, Health Services (September), **Michael Coleman**, Student Center (October), **Melissa Moore**, Communications (November), and **Dorothy Woods**, Health Services (December).



Steve Swant, executive vice president, Georgia Tech Administration & Finance, toasted Rosalind R. Meyers, associate vice president, Auxiliary Services, at a reception in her honor for her selection of two top awards, the Robert F. Newton Award for Distinguished Service from the National Association of College Auxiliary Services and the Silver 2008 Outstanding Customer Service Leadership award presented by the University System of Georgia Board of Regents.

Programs

THINKBIG@TECH LIVING-LEARNING

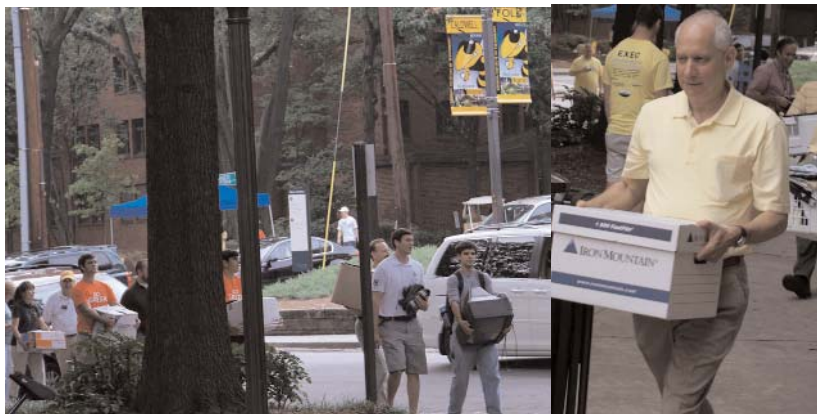
A partnership between Housing and Undergraduate Studies researched the possibility of new living-learning communities for students with similar interests. With the successful Freshman Experience as a pattern, a task force, student groups (Student Government Association, Residence Hall Association, Sophomore Summit) and Residence Life Hall Directors and Area Managers reviewed possible program ideas, naming the initiative, as recommended by students, ThinkBig@Tech.

Twelve ThinkBig@Tech communities are scheduled to begin fall 2009 with an advertising and marketing campaign set to recruit members spring semester 2009.

The proposed ThinkBig@Tech programs are: (1) The Opposite of Talk Radio, (2) Water: Tracking the Flow, (3) Tech Urban Green, (4) Sustainable Development, (5) Hispanic Community Outreach and Immersion, (6) LEGO Robotics and Outreach Community (LEGO ROC), (7) Human Augmentation: Living Brains, Cyborg Bodies and Virtual Worlds, (8) Classical Music, (9) The Geology and Aesthetics of Clay, (10) Humor and Its Application to Communication, Education and Innovation, (11) Great Writing: Fun, Learning, and Inspiration and (12) Globalization: A Sustainable Approach.

AUXILIARY SERVICES COUNCIL OF GEORGIA

The Auxiliary Services Council of Georgia held its 9th Annual Meeting at the Georgia College & State University, Milledgeville, September 23-24 with Auxiliary Services representatives from state and private universities from across the state. Educational sessions included: *How to accomplish your goals in Student Support Facilities using the Board of Regents Public/Private Ventures Program* by Linda Daniels, Vice Chancellor for Facilities, Board of Regents of the University System of Georgia, *The Importance of Public Relations for Auxiliary Services* by Greg Brown, Associate Director of Auxiliary Services, Georgia College & State University, *Long-term Capital Planning* by Barbara Hanschke, Director of Finance, Auxiliary Services, Georgia Institute of Technology, and *Parking Best Practices - better customer service, operating procedures and evaluation* by Don Walter, Parking Manager, University of Georgia.



FALL MOVE-IN DAY. Dr. Gary Schuster (far right), Interim President, Georgia Tech, and other administrators helped students get their rooms ready at the fall semester Move-in Day, Thursday, Aug. 14. The Greeks, Residence Hall Association and Housing had representatives on hand at all residence halls, assisting the move-in of 7,858 students living in Georgia Tech Housing, equaling a 99.57 percent occupancy rate.

BUZZCARD eMARKETPLACE

The BuzzCard made it easier for students, student groups and Georgia Tech departments to host events and programs by promoting the sale of tickets and products on its web site.

The BuzzCard eMarketplace was the only place to get advance tickets for the Student Government Association (SGA) Six Flags Night. The BuzzCard Center also facilitated entrance to Six Flags by providing personnel and hand-held devices to swipe students' BuzzCards, allowing them entrance and making it an electronic, paperless ticketed event for the more than 7,600 in attendance.

STUDENT CENTER

- The Student Center Programs Area held 91 events with 22,885 people in attendance.
- The Total Operating Area Usage was 16,734 patrons with Craft Center usage at 3,174, Music Listening Room Rentals at 1,412 and the Music Listening Room at 12,148.
- The Total Recreation Area Usage was 26,532 with bowling 5,242, Billiards Tables 5,619, X-box & Gaming Area 6,264, Multipurpose Area 4,563, Table Tennis 1,334, Front Area (Computers) 1,978 and Tech Rec Rentals 1,532.

Services

HEALTH SERVICES SETS RECORDS; ADDS PROGRAMS

Flu Shots. Health Services administered 2,800 flu shots to Georgia Tech students and faculty/staff, setting a record by doubling the amount given this past year. Students received shots as part of their student health fee; faculty/staff paid \$20.

Satellite locations were added, giving shots at sites other than Stamps Health Services. Flu shot locations included the Student Center (four different days including Employee Benefits Fair), North Avenue Apartments (two days), the Student Success Center and the Carnegie Building (President's Council meeting).

No-Shows reduced. With the new Advanced Access patient scheduling initiative in place that allows students to book online and receive appointments with primary care physicians same or next day, no-shows reduced on average for fall semester 37 percent compared to fiscal year 2008. October and November no-show reductions were high with 42 and 45 percent, respectively.

Digital Radiography. Stamps Health Services has its digital radiography system in use, saving time and energy. The technologist can make an exposure, adjust the contrast and density using a computer program, immediately transmit the image to a monitor for review and then archive the image on a disk, never having it printed.

MEAL PLANS SET RECORDS; ADD NEW OFFERINGS

With the introduction of three new meal plans, sales topped 5,000 with 5,037 total plans sold for fall semester. The Unlimited Plus 5 provides students unlimited dining at both dining halls plus five weekly equivalent meals at any GT Dining location, including Jazzman's in the Library, Ferst Place and the Food Court. The two

declining balance plans were successful too with more than 700 Ramblin' 200 and Ramblin' 400 plans sold.

BUZZFUNDS

Auxiliary Services awarded BuzzFunds to these organizations during Fall Semester:

- Georgia Tech Bike Rental
- Georgia Tech Leadership Conference
- Musicians Network
- National Pan Hellenic Step Show
- Student Center Mystery Theater
- Student Center Fall Fest
- Student Government Association Six Flags Night
- Student Government Association White Out
- Student Leader Dinner
- Take a Prof to Lunch, fall semester
- Women's Resource Center 10th Anniversary Series

GT DINING SPECIAL EVENTS

GT Dining hosted special events starting with its annual Caribbean Night for freshmen, Sunday evening, Aug. 17. With approximately 1800 students in attendance, more than half the new freshman class attended.

GT Dining celebrated two employees' longevity with Georgia Tech, inviting the two to lunch with Interim President Gary Schuster and recognizing them at their work areas. Ruthie Beck and Dorothy Whitaker have each been employed at Georgia Tech more than 50 years.

Dining hall events included Scottie Mayfield Night with Scottie handing out ice cream and Masseur Madam Ra giving students chair massages finals week.

Jazzman's in the Library continued its previous finals week plan by staying open 24 hours to accommodate students studying late.

ANNUAL GRADUATE PICNIC. Underneath the tent or outside in the sun, graduate students were all smiles at the Annual Graduate Student Government Association Picnic. Auxiliary Services BuzzFunds

provided funding for this event of more than 1,800 people, including graduate students' family members.



Facilities

Reinvestment

NORTH AVENUE APARTMENTS

An inspection of the North Avenue Apartments revealed the need to remove and replace all bricks on the east side of the two buildings. This process began and almost completed during fall semester. Housing created a web site so that interested parties could follow the construction process. A color-coded graphic schedule outlining the buildings showed the progress as each section finished. Housing communicated the web site address to the North Avenue Apartment students to let students know when the process would be completed. (www.housing.gatech.edu, Residence Life, Brick Replacement).

HOUSING PANORAMIC ROOM PHOTOGRAPHY

Students wanting to see a typical room and layout of any and all of Georgia Tech Housing may do so by accessing the Housing web site, Residence Hall Layouts. Each building has a scaled architectural room rendering and a virtual photograph that pans left and right and tilts up and down. By clicking the appropriate arrows or waiting for the picture to automatically revolve, people may see the entire furnished room.

HISTORIC ACADEMY OF MEDICINE AT GEORGIA TECH

The owners of the Academy of Medicine, 875 West Peachtree Street, gave the Academy to the Georgia Tech Foundation who in turn presented it to Auxiliary Services for management. Plans are underway to update the facility and make it available for rental by the Georgia Tech community, including students, student groups and faculty/staff.

BUS SHELTER @ FITTEN HALL

Housing and Parking & Transportation partnered to add a bus shelter and stone wall to the Fitten Hall area.

TECH REC RENOVATION

The Student Center Tech Rec opened its doors after major renovation during the summer months. New bowling pinsetters, a multipurpose room, carpeting, paint and new gaming lounge welcomed students and guests.

STUDENT CENTER INFORMATION DESK

The Student Center Information Desk added a plasma screen that is connected to the NextBus global posi-



The Student Center added an activity mural of actual Georgia Tech scenes to its third floor foyer outside the ballroom.

tioning system web site, allowing students and others to determine Stinger and Tech Trolley routes and arrival and departure times. As soon as the students became aware of the system, they used it five to 10 times per hour during peak periods.

The Information Desk continues to increase in usage, averaging more than 657 inquiries each week during September, October and November which included the Thanksgiving holiday when the desk was closed.

PARKING & TRANSPORTATION

Parking & Transportation continued its alternative transportation program, presenting all options in a certified "green" publication.

BARNES & NOBLE @ GEORGIA TECH

Textbook and computer sales remained steady during fall semester and this time of economic uncertainty. However, discretionary spending on items such as tradebooks, clothing and spirit items decreased as is consistent with other retailers.

The bookstore continued its Used Textbook Initiative, striving for as many used books as possible for students.

